

TAKING CARE OF BUSINESS



Meet Carlee Kays. Always smiling, she's a Correspondence Officer within the Origin Business Centre – our team dedicated to helping you with your energy needs.

Carlee, what is your view on customer service?

"I believe customer service is the most important aspect of any business. To the customer, you're the face of the company. If you provide a customer with excellent service, you give them confidence in your ability – which makes for a positive interaction for everyone concerned."

What do you bring to the team?

"I always try to have a smile on my face. By remaining upbeat and having a positive attitude, you can really make someone's day."

Origin has great energy efficiency advice. What's your top tip for businesses wanting to be more sustainable?

"In the end, the advice I share with a customer all depends on their business."

"For example, for an industrial kitchen owner, older refrigeration may be energy intensive and increasing the size of their energy bills. In this case, I'd suggest checking the door seals on their units, and ensuring they're not overstocked to help optimise their operation."

i Have an enquiry? Call the Origin Business Centre on **1300 661 544** Open 8am – 6pm AEST, Monday to Friday.

GILLARD SETS A PRICE ON CARBON

On 10 July 2011, Prime Minister Julia Gillard announced the Government's Clean Energy Plan and provided details on the proposed carbon pricing scheme.

A comprehensive package, the Clean Energy Plan aims to reduce carbon emissions while helping many Australian homes and businesses manage the new cost.

WHAT ARE THE KEY POINTS TO KNOW?

- ✓ Starting 1 July 2012, 500 of Australia's largest emitters will pay \$23 for every tonne of carbon emissions they produce.
- ✓ In 2015, the Government will no longer fix the carbon price and the scheme will transition to a floating price emissions trading scheme.
- ✓ The carbon price is expected to pass from large emitters to their customers, being homes and businesses, to create a 'price signal' which will encourage us all to consider lower carbon alternatives.
- ✓ According to the Government, nine out of 10 households will receive financial assistance. The average Aussie household will be likely to see costs rise by \$9.90 a week, but can expect to receive assistance of \$10.10 a week.
- ✓ Industries most exposed to the carbon tax (like steel and cement) will be supported with \$9.2 billion in assistance over the first three years in the form of free carbon permits.

Origin Energy Managing Director, Grant King supports the view that an emissions trading scheme is the most cost effective way to reduce carbon emissions, and commented that the Government's "carbon pricing scheme strikes a reasonable balance between a carbon price high enough to bring about real progress in reducing carbon emissions and providing adequate safeguards for households".

i Keep reading **Business Life** for the latest news on Australia's carbon price.

WE'RE JUST A PHONE CALL AWAY

Business account enquiries 1300 661 544
Natural gas and electricity offers 1300 730 533
LP Gas 13 24 62
originenergy.com.au/business

YOUR PRIVACY

We collect your personal information and confidential information (including metering data) where it is required under applicable regulatory requirements and because without it we can't provide you with energy and related products and services under our agreement with you. We may also collect sensitive information about you (for example, if you notify us that life support equipment is used at your Supply Address).

We may exchange your information with our related bodies corporate, agents and contractors (such as mail houses, data processing analysts and debt collection agencies) and, where relevant, your distributor and other energy retailers, where required to provide you with those products and services and also for any other purpose you have consented to or as authorised by law. We may also disclose your personal information to a credit reporting agency in certain circumstances.

If you provide us with personal information about another person (such as an additional account holder), please make sure that you tell that person about this privacy statement. To access the personal information we hold about you, call us on 13 24 61. Our privacy policy is available at originenergy.com.au

PRODUCT AND SERVICE OFFERS

We are committed to providing you with a complete energy service, so we may present you with gas, electricity, green products and household or business service offers in the future (including after your energy agreement with us ends). If at any time you do not wish us to use, or enable our privacy compliant agents and contractors to use, your information for this purpose, please call 13 24 61 or write to Origin Opt Out, Reply Paid 1199, GPO Box 1199, Adelaide SA 5001. We will continue to provide you with these offers until you advise us otherwise.

THERE'S MORE TO THIS 'PAYING LESS' BUSINESS

*The Origin Business Index study comprised of 1,013 respondents from small business operators and managers who had between 2-50 employees within their business, from across Australia, and was commissioned by Origin and conducted by McCrindle Research in June 2011.

ALWAYS READ THE FINE PRINT

*Published in The Sunday Telegraph, 5 June 2011, "Consumers could be duped into costly power contracts" by Nick Gardner – <http://www.dailytelegraph.com.au/news/consumers-could-be-duped-into-costly-power-contracts/story-e6freuy9-1226069334198>



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Origin Energy Electricity Ltd ABN 33 071 052 287
Origin Energy LPG Ltd ABN 77 000 508 369
Origin Energy (Vic) Pty Ltd ABN 11 086 013 283
Sun Retail Pty Ltd ABN 97 078 848 549

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BUSINESS LIFE

Our newsletter for your business
Spring 2011

Origin's Small Business Survey
We reveal what makes you tick

Clean Energy Plan
What are the key points?

Always read the fine print
Tips for online energy plan shopping

THE TOAST OF THE COAST



On the front cover this month is Helen and her husband, Kamil – café owners and Origin small business customers.

For years, Helen and Kamil have been spoiling locals in the quaint waterside village of Portarlington with their delicious Turkish-inspired menu and fair-trade coffee at The Blue Dolphin.

Situated on Victoria's Bellarine Peninsula, they couldn't think of a more beautiful place to set up shop and serve a sustainable blend of coffee.

Meet our Business Life competition winner.

Not far from Helen and Kamil, the team at Business Technology Solutions in Geelong were pleased to win the competition in our last edition of Business Life.

By sharing their story, they've won 100% GreenPower for their business for one year, plus an energy audit and \$5,000 to help them on their sustainability journey.

In 25 words or less, their winning entry told us what they do now that makes their business more sustainable.

"Sustainability is 'fully-sick' here. The 'Environmental Officer' role is a coveted one. A recycling initiative: giving parts to local disability services gives them new life!"

Thanks to everyone who entered. We were pleased to see that so many of you are actively looking for ways to reduce your impact on our environment.

And remember – if you ever need to do your bit, be sure to call the Origin Business Centre. You can rely on their experience, no matter what your business.

Gary Robottom
Editor

THERE'S MORE TO THIS 'PAYING LESS' BUSINESS

We've found more than 50% of Australian businesses could be conserving more energy – yet most of these businesses don't conserve energy because they can't see how using less means spending less.

Our independent research* revealed that, for many of these businesses, conserving energy either wasn't a business priority (23%), or an action they considered good for the environment (29%). However, 33% confessed they unnecessarily used electricity because they don't believe conserving it will save their business money.



Change perceptions by changing bulbs.

By sharing our practical energy efficiency advice with Australians, we've helped more people find more ways to save on their energy bills. That's because being more sustainable doesn't need to be difficult – as many businesses have already discovered.

Our survey* told us that around 70% of businesses have already replaced their old light globes with energy efficient ones – potentially resulting in them using less energy.

Put energy into reducing power usage.

While swapping light bulbs is a promising start, there are other easy changes your business can make to help cut its energy costs.

For instance, leaving lights switched off whenever it's safe to do and shutting computers down properly at the end of each day, are just two small sustainable steps that can help lower your power bills. And these are just the beginning.

ALWAYS READ THE FINE PRINT

Some online energy comparator websites claim to offer competitive deals on natural gas and electricity for homes and businesses.

They allow you to compare what you pay now with what you could pay elsewhere. But do they compare prices fairly?

Get to know 'preferred suppliers'.

In early June, *The Sunday Telegraph* asked online comparator site, Energy Watch to quote on electricity supply for 10 different residential addresses in NSW.*

Reporter Nick Gardner found that for each address, Energy Watch recommended just one retailer – their 'preferred supplier' at the time.

However, for seven of these properties, Nick himself discovered Origin to be more competitive. And, for Nick's three other properties, Energy Watch could only match Origin's rates.

As Nick said in his article, "This could cost customers money because there are cheaper deals available from rival firms."

Energy Watch appear to have acknowledged this too – having since added some fine print on their website, "Energy Watch cannot guarantee the best rate as we do not compare all energy providers."

WHO CAN SERVE YOUR BUSINESS BEST?

We recommend following these steps when shopping around for a competitive electricity rate for your business:

- 1. Call us first.** As your current retailer, we can offer competitive deals for your energy needs.
- 2. Be wary of comparator websites.** You'll find that most online sites only offer deals from retailers paying them commission – and these are often not the best deals available.
- 3. Read the fine print.** Avoid long-term contracts that can lock you in for up to three years and complicated discounts.

KEEP IT TOGETHER WITH ORIGIN



Like you, we run a business, and understand time is a precious resource.

From offices to LPG depots, we have a number of sites in a number of states – yet we help keep it together by using the same suppliers wherever we can, whenever we can.

And now, if you have more than one office, workshop or storefront, you can do the same by keeping all your gas and electricity accounts together with Origin.

- ✓ Get a competitive energy offer for each business site by keeping all your gas and electricity accounts together with Origin.
- ✓ Thanks to the Origin Business Centre – our dedicated team of specialists trained to answer your specific enquiries – you have access to the experienced team you need when you need it.
- ✓ Enjoy the convenience of receiving all correspondence from the one retailer.

With more than 4.5 million residential and business customers, we're Australia's largest and most trusted energy retailer.

So why wait. Ask us about a multi-site offer for your business today.

i If your business should be the face of a future edition of Business Life, email your details to businesslife@originenergy.com.au

i For more survey results, plus ways to help keep energy costs down, keep reading **Business Life** – our newsletter for your energy needs.

i Go to originenergy.com.au/references for access to your State Government's independent electricity rate comparator website.

i Keep your business together with help from Origin. Call **1300 661 544** for a multi-site offer today.